

PROCEDURE FOR COMPLAINTS HANDLING

If you have a complaint, please kindly follow the below reporting process in order for your complaint to be dealt with effectively and efficiently:

In the first instance please contact the Manager or Partner in charge of the office/department you have been dealing with. This can either be done via email or in writing. The Manager/Partner in charge will respond to your complaint within 5 working days and will do their utmost to resolve the complaint as quickly as possible. If you are not satisfied with the outcome, this can be escalated as noted below.

If you are not satisfied that your complaint has been dealt with correctly, please escalate this to the relevant Head of Department along with details of whom you initially reported the complaint to. Details of the Head of Departments are as follows:

Residential Sales: Mr Dougal Trentham – d.trentham@w-w.co.uk
Residential Lettings – Mr Benjamin Marshall – b.marshall@w-w.co.uk
Survey & Valuations – Mr Andrew Donald – a.donald@w-w.co.uk
Commercial – Mr Andrew Cochran – a.cochran@w-w.co.uk
Planning & Development – Mr Cliff Lane – c.lane@w-w.co.uk
Farm & Rural – Mr Simon Male – s.male@w-w.co.uk

The appropriate Heads of department will acknowledge receipt of your complaint within 3 working days. They shall then investigate the matter and will aim to resolve it as quickly as possible. You will be provided with a full response, or if that is not possible, an update on what is happening with your complaint within 10 working days.

However, if we cannot agree on how to resolve the complaint or you do not wish to rely on this method, then you have the opportunity to take your complaint to the further stage of the firm's complaints handling procedure. This is known as the 'Alternative Dispute Resolution' (ADR). Please be aware that some of these bodies do charge for their work and you should clarify this at the outset.

Alternative Dispute Resolution (ADR) options:-

- a) **For private individual clients or any private individual** (referred to by the RICS as 'consumer clients') reference is to the:-

Ombudsman Services: Property (OS:P)

PO Box 1021
Warrington WA4 9FE

Tel: 0330 440 1634 or 01925 530 270

E: enquiries@os-property.org

W: www.surveyors-ombudsman.org.uk

- b) **For corporate clients also known as ‘business to business clients’,** redress can be through the RICS Dispute Resolution Scheme or the Surveyors Arbitration Scheme.

RICS Dispute Resolution Service (DRS)

Surveyor Court
Westwood Way
Coventry
CV4 8JE

Tel: 020 7334 3809

Fax: 020 7334 3802

E: drs@rics.org

W: www.rics.org/drs

The **Surveyors Arbitration Scheme** is now two services.

The Arbitration for Surveying Disputes

IDRS Ltd
70 Fleet Street
London
EC4Y 1EU

Tel: 020 7520 3800

Fax: 0845 1308 117

E: info@idrs.ltd.uk

W: www.idrs.ltd.uk

The Neutral Evaluation Procedure for Surveying Disputes

IDRS Ltd
70 Fleet Street
London
EC4Y 1EU

Tel: 020 7520 3800

Fax: 0845 1308 117

E: info@idrs.ltd.uk

W: www.idrs.ltd.uk

The ‘Arbitration procedure’ is more appropriate for matters of technical detail. In most cases we would propose you select the Neutral Evaluation Procedure, but it is your choice.

- c) **For complaints specifically related to estate agency, residential property sales and residential lettings** we are affiliated to the **Ombudsman Service**. Any complaint raised to The Property Ombudsman has to be done so within 12 months.

d)

The Property Ombudsman

Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP

Tel: 01722 333306

If you are uncertain which procedure is appropriate for you, please ask the Partnership Manager, Keara Wase on k.wase@w-w.co.uk, or any one of the above, who will be able to guide you in this respect.